



Request to Approve DCHD Policies and Procedures

Staff recommends that your board approve our attached policies and procedures. These have been in development since the department was formed, we are now trying to formalize and document how our department works. Following your approval, these policies and procedures will be signed by the Executive Director and all staff will be asked to acknowledge receiving and reading them. As new policies and procedures are added or existing ones amended, we will return to your Board for further review/approval.





Policies and Procedures

Summary of Policies

Submitted to Board of Health

12/19/2024

Policy #1: Cash/Check/Credit Card Depositing and Receipt of Electronic Funds Policy

Purpose: The purpose of this policy is to provide guidance for all Health department employees who collect payments as part of their job functions, while suggesting standardized procedures to comply with acceptable cash management guidelines.

Policy #2: Environmental Health After Hours On-Call

Purpose: The Douglas County Health Department, Environmental (EH) Division has a responsibility to respond to emergent public health and environmental concerns and incidents. EH maintains an on-call schedule where both the Primary and Back-up personnel scheduled for the week are available between 5 pm and 8 am. The on-call staff may tirage calls received during and after business hours, may function as a liaison or consultant to callers, and may respond on-site to events with environmental health components. This policy summarizes those responsibilities.

Policy #3: Gift Card Policy Involving Grant Funding

Purpose: This gift card policy allows the department to define and adequately document the purchase of gift cards with grant funds. The policy sets internal controls to protect against fraud and embezzlement.

Policy #4 Health Equity Policy

Purpose: The purpose of this policy is to establish the Douglas County Health Department's commitment to promoting health equity, and anti-racism in all aspects of its operations, services, and community engagement. This policy serves as a declaration of our commitment to creating a just and equitable health environment for all residents of Douglas County.

Policy #5 Media Policy

Purpose: The purpose of this policy is to establish the communication protocol for DCHD. It ensures strategic, consistent, and coordinated communication efforts, including traditional and digital media engagements, to support public health initiatives and respond to media inquires effectively. This policy is in alignment with the directive given by the Board of Health on March 10, 2022.

Policy #6 Subaward Contract Monitoring

Purpose: This policy allows the department to define and adequately document the procedure for the monitoring of subawards, the process used to review reimbursements submitted by subrecipients, and how DCHD will address non-compliance.

Policy #7 Vital Records Cash Handling Policy

Purpose: To establish a secure and consistent process for handling cash transactions within DCHD to minimize errors, ensure accuracy, and maintain accountability.

Procedure #1: Environmental Health Complaint Procedure.

Purpose: This procedure applies to complaints related to Environmental Health issues and investigations conducted by the Douglas Cnty Health Department. It covers multiple enforcement areas, such as: body art, childcare, food safety, recreational water, retail food establishments sewage back-ups and spills, etc. This is an internal document intended for use by EH staff to determine which actions to take following the receipt of an EH complaint.

Standard Operating Procedure #1: Mobile Food Trucks and Push Carts

Purpose: This SOP describes the process for handling Mobile Food Trucks at DCHD. It is a reference guide for EH staff to determine which actions to take while inspecting a Mobile Unit.

Standard Operating Procedure #2: Special Events Coordinator

Purpose: Special Events are organized events or celebrations at which retail food establishments prepare, serve, or otherwise provide food for consumption. This SOP describes the process for handling those events.

Standard Operating Procedure #3: Special Events Vendors

Purpose: SOP as a reference guide for EH staff for Special Events Food Vendors.

Title Cash/Check/Credit Card Depositing and Receipt of Electronic Funds Policy	Approval Date TBD
Policy Custodian Health Administration	Revision Date N/A

Purpose: The purpose of this policy is to provide guidance for all Health department employees who collect payments as part of their job functions, while suggesting standardized procedures to comply with acceptable cash management guidelines.

Department Responsible: Health Administration

Department(s) Affected: Health Department

Policy: Cash/Check/Credit Card Depositing and Receipt of Electronic Funds Policy

Security of Cash and Checks

All cash and checks must be kept in a secured area, which is not accessible to the public and limited only to the appropriate Cashiers and Managers. Preferably, each department should have their own point-of-sale system, whereby.

1. For depositors whose cash and checks are greater than \$500, a deposit must be delivered to the Treasurer's Office prior to 3:00 daily. If not located in the Miller building, armored car is the preferred method of transportation. When unable to transport funds for deposit prior to 3:00, cash and checks must be securely locked up overnight and delivered to the Treasurer's Office next day.

If your total cash and checks to be deposited is less than \$500, daily depositing is not mandatory; however, you must deposit with the Treasurer's Office once you reach the \$500 threshold or at a minimum weekly. Combinations or keys for cash receptacles shall be maintained only by designated custodians and supervisors.

Receiving Cash Payments

When receiving cash for payment of County services, the following steps should be implemented:

1. Count all cash received in the presence of the customer.
2. Do not place the currency received in the cash drawer until change has been made and the transaction completed. Example: If a \$20 bill is received, place that bill on the counter and to the side, but in the sight of the customer so there is no question as to what denomination(s) the customer tendered;
3. Change to a customer should always be counted twice – once when the cashier counts it out of the drawer and a second time when the cashier counts it back to the customer;
4. When using a shared cash drawer, or if your point-of-sale system does not allow for segregated reporting of cash and check, it is suggested that you prepare a "Cash In" ticket for the moneys received, noting amount of cash, amount coin, and total. This will be recorded on a physical document.
5. Do not accept foreign currency or coins.
6. Losses from accepting counterfeit bills occurs several times a year. Any \$50 bill or larger should be inspected by the cashier, or in the case of Motor Vehicle, use the detection pens and automatic counterfeit detector as described below:

Departments without counterfeit detection pens

1. Feel the texture of the paper. Counterfeit money will often feel distinctly different from authentic money. Genuine currency has slightly raised ink. Run your fingernail over the portrait's vest of the bill and you should feel distinctive ridges;
2. Notice the thinness of the bill. Genuine money is often thinner than counterfeit;
3. Inspect the print quality. Look for blurry areas, especially in fine details such as the borders, and bleeding ink;
4. If you are suspicious, compare the bill with another of the same denomination and series;
5. By law, all counterfeit bills must be reported to the Secret Service. If you suspect a counterfeit bill and the customer is present, attempt to distract them and call the Sheriff's Office at 9-911. If the customer is no longer present, contact the Sheriff's Office for further reporting instructions at 303.660.7544

Use of counterfeit detection pens

1. Use the detection pen to make a small mark on all \$50 and \$100 bills at the time received from the citizen. If mark is light: Bill passes and is not counterfeit. If mark is dark: Bill is “Suspect”;
2. If the detection pen shows a bill is suspect, put the bill through the automatic counterfeit detector to determine if it is counterfeit;
3. Make sure you have transaction information, copy of customer’s ID, current address, and telephone number;
4. Make your supervisor aware of the situation;
5. Inform the customer that the bill is “suspect” and that your supervisor will need to take it to the bank for verification. If the bank deems the bill counterfeit, they will keep the bill so **MAKE A COPY** of the Bill before taking it to the bank. If the customer asks for the bill(s) back, let them know we are required to keep it;
6. If the customer chooses to wait for bank verification and it comes back counterfeit, contact law enforcement and have them wait until law enforcement arrives. They will also need to pay with another form of payment before they leave;
7. If the customer chooses not to wait, let them know that if the bill is determined to be counterfeit, that we will contact them for another form of payment and that law enforcement may also contact them;
8. For more details on how to spot a counterfeit bill, refer to:

https://www.uscurrency.gov/sites/default/files/download-materials/en/know_your_money_pdf_english.pdf

If unable to open above link, you can copy and paste into the URL bar of your browser

Rules for accepting (Non-Acceptance) of Checks

With today's automation in the check clearing process, plus, the County now deposits all checks as images, banks are no longer liable to review for missing or erroneous information on checks. On rare occasions, the bank that the check is drawn on, or the payer, could reject the check for payment as "no signature", "stale-dated", etc.; however, this is very unlikely. In addition, and in most instances, the County has recourse to discontinue future services until a valid payment is received.

1. If the signature is missing and the customer is present, have them sign the check. If the customer is not present and the signature is missing, accept the check for deposit;
2. If the numeric and written amounts don't agree and the customer is present, have them provide a replacement check or correct either the written or numeric amounts to match and reflect the amount the check should be negotiated for. If either the written or numeric amounts are missing, the customer can fill in any missing information. If the customer is not present, write above the numeric amount on the face of the check the correct amount the check should be negotiated for. The Treasurer or Clerk's Office will submit the check for clearing using your requested amount. If either the written or numeric data are missing, the value of the check will default to the existing information on the check;
3. If payee is missing and the customer is present, have them fill in Douglas County and your <department name>. If the customer is not present and you're certain it belongs to the County, accept it. If you have a Douglas County <department name> stamp, you can stamp it for the Payee field;

4.If the payee is not Douglas County and the customer is present, request a replacement check. If the customer cannot provide a replacement check, they should add to the existing payee on the “Pay to the Order of” line. Endorse as usual on the back of the check. If the customer is not present, but you’re certain it was intended for the County, accept it and endorse using your usual County endorsement stamp. Cashier’s Checks must be made payable to Douglas County;

5.Check dates are usually not verified by the bank and banks are not obligated to reject a check based on the check date. Postdated checks, dated in the future, should not be accepted if the customer is present and have them write another check or change the date. If you receive a postdated check and the customer is not present, it can be accepted, however, should be approved by a Supervisor.

Rules for Other Special Negotiables Items:

1. Counter Checks: If the name and address of the payer is not pre-printed on the front of the check, it may be a new account with temporary checks called “counter checks”. When accepting a “counter check”, make sure you write on the face of the check the payer’s name, address, phone number, and drivers license number. Do not accept a “counter check” without a driver’s license number;
2. Other forms of checks that can be accepted, where the payer is the issuing bank, are Cashier’s Checks or Money Orders. In each of these instances, the checks are prepaid and guaranteed funds. Please be aware that banks have experienced increased counterfeiting with these types of payment instruments in recent times;
 - a. Cashier’s Checks: The payee must be Douglas County <department> only. You may not accept Cashier’s Check with a payee line other than Douglas County;
 - b. Money Orders: Make sure they are made out to Douglas County or, in rare cases could be made out to the payer. In these cases, the payer must endorse on the back;

3. Do not accept checks drawn on foreign banks. Example: A check drawn on a Canadian Bank, Bank of Norway, etc. Exception: On the face of the check it says, “Denominated in U.S. Dollars”;
4. Endorse all checks with your department name, except for Motor Vehicle and Treasurer who scan their own checks and are electronically endorsed at that time. Each department should have an adequate supply of endorsement stamps for staff members that accept checks. Please contact the Treasurer’s Office for endorsement stamp requirements.

Check Cashing Policy

1. Department change drawers are not to be used for cashing checks including petty cash, personal, payroll, or expense checks. Cashing customer’s checks is also prohibited. Douglas County issued checks for petty cash only may be cashed at the Treasurer’s Office, pending availability of funds, which cannot always be guaranteed.

Daily Departmental Cash/Check Security Procedures

Each department shall have set procedures for opening and closing business operations. There should be key staff responsible for the cash drawer(s), petty cash, daily balancing, preparing your daily deposit, and designating the proper GL accounting.

Other “best practices” for cash/check security include:

1. All voided, or transactions with amended tendered amounts, should be authorized by a supervisor or key staff members approved to do so. It is best if the person who processed the payment does not do the actual void. Reasons for the void should be noted;
2. Supervisors must limit the number of staff with access to combinations, passwords, etc. for their departments. On an irregular basis, or at the discretion of the supervisor, changes should be made to combinations, locks, passwords, etc. depending on staffing changes;
3. During business hours, the cash drawer(s) should be locked. Unsecured cash drawer(s) should never be left unattended.

Preparation of Deposit

1. Balancing the day’s business should be done daily between 4:15- 4:30pm. Receipts from your Point-of-Sale system must balance to the cash, check, and credit card transactions to record into J.D. Edward’s Miscellaneous Receipts (MR) application. For instructions on how to input your MR daily deposit, go to:
2. If you require training or rights to the MR application, please contact Carol Hildie #4251 or Pat Neef #7409;
3. Delivery of substantial amounts of cash to the Treasurer’s Office must be transported via armored car and received by 2:00 p.m.; or scheduled delivery day.

4. Timely depositing of funds reduces the risk of lost payments, decreases the probability that the check will be returned as insufficient funds, while increasing interest earnings for the County. Under certain circumstances, daily depositing may not be cost effective. The Treasurer's Office recommends your department set a threshold of holding no more than \$500 in cash and checks before a deposit is prepared and delivered. Under very limited circumstances, a payment may be held prior to depositing if it is questionable as to the validity of the transaction;
5. If a J.D. Edwards General Ledger account number is unknown or unavailable, please contact the Finance/Accounting departments;
6. When your daily transactions consist only of credit card or E-Check payments, it is still mandatory that you report these deposits into the J.D. Edwards MR application by next day. Without reporting these daily, funds will be received into the bank without transactions to apply it against;
7. In January and February of each year, you may receive payments for products or services that were provided in the previous calendar year. When revenue is earned in the prior year, within your J.D. Edwards MR application, you must place a check mark in the "Prior Year Revenue" box next to each revenue line item. Receipt of prior year revenue can only be recognized by the Treasurer department until the last week of February. After that time, please contact the Finance/Accounting department;
8. Some departments (particularly Fairgrounds and Parks) receive money for events that will not occur until the following year. When the cash/check/online payment is received,

9. The Miscellaneous Receipt “Acknowledgement of Deposit” will be e-mailed to the preparer of your deposit by the end of each business day. Each depositor will be required to forward the acknowledgement to any other parties of interest. It is the department’s responsibility to carefully review the acknowledgement and confirm that the deposit was processed accurately. It is strongly suggested that your department maintain all “Acknowledgement of Deposit” reports in a designated folder for a period of 1 year + current year.

Receipt of Electronic Funds (ACH or FED Wire)

The Treasurer’s office has the capability of accepting electronic payments, via ACH or Fed wire, directly into the County’s bank account:

1. Contact Pat Neef at #7409 or Carol Hildie #4251 to get the County’s bank information. We can provide this to you via an e-mail that you can forward to your customer. However, outgoing confidential information, such as bank instructions, must be sent using encrypted e-mail. In Outlook, from your message, go to Options/Encrypt; ;
2. You will be required, prior to receipt of the payment, to provide the 1) name of customer and contact information 2) amount you are anticipating receiving 3) approximate date of payment 4) how you would like to be notified once the payment is received 5) the GL account the payment should be applied to.

Receipt of Electronic Funds (ACH or FED Wire)

The Treasurer's office is responsible for the accuracy of all deposits and, upon receipt of your department's deposit, will:

1. Verify the accuracy of the cash submitted for deposit and resolve any discrepancies in the presence of the submitting department's representative. The only exception is Motor Vehicle, who deposits directly to the bank, along with, those deposits delivered in a sealed bag by the armored car service;
2. Review the accuracy of the J.D. Edwards MR and assure the cash, check and credit card amounts match the items being deposited.

Summary

These procedures are intended to assist the Douglas County Health Department with their depositing of funds and to comply with the County's goal of standardizing cash management procedures. We realize that unique situations will always occur and staff is encouraged to use their best judgment under such circumstances. If you have suggestion or questions, please contact Pat Neef, Treasurer's Office, pneef@douglas.co.us or 303.660.7409 with questions.

Director	Date
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<p>Title After-Hours On-Call Policy</p>	<p>SOP # AH-01</p>	<p>Approval Date TBD</p>
<p>Policy Custodian Environmental Health Division</p>		<p>Revision Date 07/10/2023</p>

Purpose: The Douglas County Health Department, Environmental Health (EH) Division has a responsibility to respond to emergent public health and environmental concerns and incidents.

The EH team provides additional support to our citizens and agency partners outside of the regular 8 a.m. – 5 p.m. business hours and includes 24 hours per day coverage during weekends and holidays.

Actual “on-duty” responsibilities rotate between Environmental Health Staff for one-week periods of time (Tuesday 8 a.m. to Tuesday 8 a.m.). Every week has two people on duty: a Primary and a Back-Up. The Primary person is expected to respond in the event of a notification. If the Primary person is unable to respond or needs additional assistance, then the Back-Up person is readily available to step in.

Definitions of On-Call Duty, Call Out, and Controlled On-Call Duty will be the same as those defined in the Douglas County On-Call Duty Policy and Procedures.

Schedules will be coordinated and posted in advance. Each team member is expected to fulfill one Primary and one Back-Up on-duty period that overlaps a Federal Holiday each calendar year.

Department**Responsible:** Health Department**Department(s)****Affected:** Environmental Health Division**Policy:** After-Hours On-Call Policy

Scope: EH maintains an on-call schedule where both the Primary and Back-Up personnel scheduled for the week are available between 5 p.m. and 8 a.m. The on-call staff may triage calls received during and after business hours, may function as a liaison or consultant to callers, and may respond on-site to events with environmental health components.

Responsibilities:

Environmental Health Clerks – After-Hours Response is not applicable to EH Clerks.

- Clerks may expect to be triaged through them if a call is received during routine business hours and is not an Environmental Health emergency.
- Clerks may also be asked to create a related record in HealthSpace during routine business hours for EH Specialists to record any documentation.

Environmental Health Specialists – Are required to participate in the After-Hours Response Team as part of their job duties. Newer staff will be paired with seasoned staff until the EH Supervisor or Assistant Director for EH deems otherwise. It is also important for CP and Water staff to be paired together where able to depend on each other's expertise during differing emergencies.

- **Primary:** Main point of contact. Expected to be available to respond and coordinate response with Back-Up, if needed.
- **Back-Up:** Secondary point of contact. Expected to be available to respond and coordinate response with Primary, if needed. If the Primary is unavailable, then the Back-Up is expected to take over the response measures.

Environmental Health Supervisor – Is required to participate in the After-Hours Response Team as part of their job duties. Is typically available for consultation during EH emergencies. Sends reminders to people that are “On-Duty” and “Off-Duty”.

Assistant Director for Environmental Health – Is required to participate in the After-Hours Response Team as part of their job duties. Is typically available for consultation during EH emergencies.

Procedures:

1. The team uses Active911 software / Active Alert Application to receive calls from citizens and partner agencies. All team members are required to have the Active Alert Application downloaded onto their county-issued phones.
2. While scheduled to be on-call, the assigned Primary and Back-Up staff members will carry their county-issued cell phones at all times. They will be responsible for turning their “Duty Status” under settings to “On Duty” or “Off Duty” in the ActiveAlert application at the beginning and end of their assigned weeks.
3. When a call is made to the DCHD EH Emergency Notification line at 720-673-4293, both the Primary and the Back-Up staff will receive a notification on their county cell phone via the ActiveAlert app.
4. Staff will call 720-673-4293, press the * key and enter the code 4293 then enter the password 123456#. They will listen to the voicemail, take a message, and delete the voicemail when done.
 - a. For calls received after hours or during holidays:
 - i. The Primary will check in with the Back-Up via teams or text between work cell phones to let them know they received the message and will communicate if they need additional help or not. The Primary will respond appropriately to the incident.
 - ii. 1. The Back-Up will check in with the Primary and will listen to the message if they have not heard back from the Primary within 10 minutes of receiving the initial message. The Back-Up will respond appropriately to the incident.
 - iii. 2. On-Duty Staff will contact and coordinate with the Assistant Director for EH or the EH Supervisor if necessary to determine the need for an on-site or extended response for larger or more complex events.
 - b. For calls received during routine business hours:
 - i. The Primary or Back-Up will check in with each other and if neither is available to listen and respond to the message, then the Supervisor or Assistant Director for EH will be contacted to re-assign.

5. For any notification that requires follow-up or situational awareness, updates will be reported first thing in the morning of the next business day to the EH Supervisor and Assistant Director for EH. This includes all relevant documented correspondence and area updates.

a. Any response measures and documentation are entered into HealthSpace and Time Logs are completed to capture time spent on response.

6. If the call is for Epidemiology the message will be forwarded to 720-673-4299. If the call is for Emergency Preparedness and Response, the message will be forwarded to 720-907-4899.

7. All non-exempt employees who are required to participate in On-Call Duty shall receive pay as defined by the Douglas County On-Call Duty Policy which can be located on the Douglas County website under Administrative Policies/Human Resources.

Submitting On-Call Report for Non-Exempt Employees

1. The team uses the Douglas County On-Call Report for Non-Exempt Employees form to report On Call Periods.

2. The form must be filled out completely and submitted to the direct Supervisor when Payroll is due to receive compensation in the form of Pay or CompTime on the following paycheck.

a. For time spent that starts before the 20th of the calendar month and ends after the 20th of the month, the non-exempt employee will need to submit two different forms for the two different pay periods.

References:

- ActiveAlert Install and Setup – On-Call Paging
- After Hours Orientation PPT
- On-Call Report for Non-Exempt Employees
- Fire Response Folder
- Spills Response Folder
- Sewage Release Response Folder (in progress)
- Boil Order Response Folder (in progress)
- After-Hours Quick Response Guide
- CDPHE state statutes, Federal Regulations, Designated Emergency Response Authority (DERA) (CRS 29-22-101 through 29-22-105, 29-22-107 through 109)
- Douglas County On-Call Duty Policy

Director	Date
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Title Gift Card Policy Involving Grant Funding	Approval Date TBD
Policy Custodian Health Administration	Revision Date N/A

Purpose: This gift card policy allows the department to define and adequately document the purchase of gift cards with grant funds. The policy sets internal controls to protect against fraud and embezzlement. This policy will include information about allowable use, approvals, limits, purchasing processes, documentation, tracking forms, internal controls, storage and custody, tax reporting, and the treatment of lost/stolen/missing cards.

Department Responsible: Health Administration

Department(s) Affected: Health Department

Policy: This policy establishes the guidelines necessary for the purchase and distribution of gift cards/electronic gift cards/certificates purchased with Grant funds to ensure compliance with the County’s tax withholding and reporting obligations. According to the rules of the IRS, because cash and cash equivalents, such as gift cards/certificates, have a readily ascertainable value, they are considered taxable income regardless of the face amount of the gift cards/electronic gift cards/certificates. There is no de minimis fringe benefit amount relating to gift cards/certificates.

Definition: A gift card (also known as a gift certificate, gift voucher, or electronic token) is a prepaid debit card or email that contains a specific amount of money or credits available for use for a variety of purchases.

Purchase of Gift Cards or Certificates:

Prior approval is required by the Department Head, Finance Manager and Executive Director prior to purchasing gift cards/electronic gift cards/certificates

1. The purchaser should not be the authorizer.
2. For security purposes, purchases should be timed as close to the distribution date as possible.
3. Gift cards/electronic gift cards/certificates should not be purchased in bulk.
4. Gift cards/electronic gift cards/certificates must be purchased with a County issued Purchasing Card and the Purchasing Card Policy shall apply.
5. Requests for gift cards/electronic gift cards/certificates should be processed through Accounts Payable, including employee reimbursements, or paid for through the use of an approved County checking account. Because the County must show good faith effort to track the recipients, a log must be completed and turned in with the purchasing card receipt that includes the individual's name receiving the compensation, amount and date received. Document the purpose of the cards, authorizations, receipts substantiating the purchase amount and who made the purchase (when and where).

Use of Gift Cards

1. Purchases made with gift cards need to be consistent with what costs are allowable under your grant award. They must be specifically listed in the program budget and/or approved by the contractor/grantor and distributed within the grant reporting period and align with the scope of work.
2. Gift cards/electronic gift cards/certificates may not be used for the purchase of cigarettes, alcohol, entertainment, resale or cashing out.

Gift cards purchased with grant funds not used for the health department by the end of the project must be accounted for as award-funded property (2 C.F.R. 200.314), and may require the return of the value of the unused cards.

Gift Cards or Certificates to Employees:

Gift cards/electronic gift cards/certificates to employees are prohibited with the exception of employee recognition programs (i.e. anniversary, safety, and wellness) or reasonable retirement acknowledgements, but must have prior approval from the Department Head, Finance Manager and the Executive Director.

Any gift card/certificate purchased with County funds and given to an employee will be considered taxable income to the employee and added to their Form W-2 during the calendar year the gift card/certificate was received. There is no minimum dollar amount for this rule.

If gift cards/electronic gift cards/certificates are purchased with a County issued purchasing card, a log must be completed and turned in with the purchasing card receipt that includes the employee's name, amount and date received.

Gift Cards or Certificates to Non-Employees:

Gift cards/electronic gift cards/certificates are allowed for Non-employees and external clients, but must have prior approval from the Department Head, Finance Manager and Executive Director.

Gift cards/electronic gift cards/certificates presented to Non-employees may be taxable and reportable income on form 1099-MISC to the recipient if they are over \$600.00. Gift cards/electronic gift cards/certificates should not be given in exchange for services. The County will track all compensation received by such individuals. If the individual receives other awards or payments during the calendar year in excess of \$600.00, the entire amount will be reported on Form 1099-MISC.

A log must be kept for such individuals and a form W-9 requested at the time of gift card distribution if there is any indication that an individual might receive \$600.00 during the year and they are not already set up as a vendor in the County's financial system.

If gift cards/certificates are purchased with a County issued purchasing card, a log must be completed and turned in with the purchasing card receipt that includes the individual's name receiving the compensation, amount and date received.

Family & Community Incentive

1. Incentives, such as gift cards, to incentivize and acknowledge participation by community members in surveys and evaluation activities, will be tracked per department policy.

Control of Gift Cards or Certificates:

Physical gift cards/certificates should be kept under lock and key at all times to ensure proper physical security and to protect from theft and loss. Access to the gift cards/certificates and keys to the lock areas should be limited to the individual(s) responsible for safekeeping of the gift cards/certificates.

1. Electronic gift cards/certificates/tokens will be maintained in a Excel Document owned by the Assistant Director of Community Health.

Director	Date
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<p>Title Health Equity Policy</p>	<p>Approval Date TBD</p>
<p>Policy Custodian Health Administration</p>	<p>Revision Date N/A</p>

Purpose: The purpose of this policy is to establish the Douglas County Health Department's (DCHD) commitment to promoting health equity by intentionally focusing on inclusion, diversity, equity, and anti-racism in all aspects of its operations, services, and community engagement. This policy serves as a declaration of our commitment to creating a just and equitable health environment for all residents of Douglas County.

Department Responsible: Health Administration

Department(s) Affected: Health Department

Policy: Health Equity Policy

Scope: This policy applies to all DCHD employees, contractors, volunteers, and partners. It guides the development and implementation of programs, policies, procedures, and practices within the department.

Definitions:

- **Health Equity:** The attainment of the highest level of health for all people, ensuring that everyone has a fair and just opportunity to be as healthy as possible, regardless of social, economic, or demographic factors.
- **Inclusion:** Actively engaging diverse individuals and groups in all aspects of decision-making and service delivery, ensuring their voices are heard and valued.

- **Diversity:** The representation of different racial, ethnic, gender, age, socioeconomic, and cultural backgrounds within the department and the communities it serves.
- **Equity:** The practice of ensuring fair treatment, opportunities, and outcomes for all individuals, while recognizing and addressing systemic barriers and historical injustices.
- **Anti-Racism:** The active process of identifying and eliminating racism by changing systems, organizational structures, policies, practices, and attitudes, so that power is redistributed and shared equitably.
- **Social Determinants of Health (SDOH):** Conditions in which people are born, grow, live, work, and age that affect health outcomes.
- **Health Disparities:** Differences in health outcomes and access to healthcare services between different population groups, often driven by social, economic, and environmental disadvantages.
- **Access to Care:** The ability of individuals to obtain necessary health services, including factors like availability, affordability, and acceptability of services.
- **Community Engagement:** The process of involving community members in the planning, development, and implementation of public health programs and policies.
- **Equitable Health Outcomes:** The goal of ensuring that all individuals, regardless of background or circumstances, achieve similar levels of health and well-being
- **Equity-Focused Policy:** Policies designed to address and reduce health disparities by targeting the root causes of inequities in social determinants of health.
- **Vulnerable Populations:** Groups at higher risk of poor health outcomes due to economic, social, or environmental disadvantages, including marginalized communities.

- **Health Inequities:** Unfair and avoidable differences in health status seen within and between populations, often due to structural factors like discrimination, policy, and access to resources.
- **Culturally and Linguistically Appropriate Services:** Services that are respectful of and responsive to cultural and linguistic needs, ensuring effective communication and care.

Policy Statement:

The Douglas County Health Department is committed to:

1. Promoting Health Equity:

- a. Integrate health equity into all programs, policies, and practices to address social determinants of health and reduce health disparities.
- b. Regularly assess the health status of diverse populations and identify inequities to inform strategic planning and resource allocation.

2. Fostering Inclusion and Diversity:

- a. Ensure that the department's workforce reflects the diversity of the community it serves.
- b. Create an inclusive environment where all employees feel respected, valued, and empowered to contribute to the department's mission.
- c. Actively engage community members, especially those from marginalized groups, in the development and implementation of public health initiatives.

3. Advancing Equity:

- a. Prioritize resource allocation to programs and services that address the needs of vulnerable and historically underserved populations.
- b. Implement equity-focused policies that are designed to eliminate disparities in health outcomes.

4. Practicing Anti-Racism:

- a. Recognize and address the impact of structural racism on health outcomes.
- b. Provide ongoing training for staff on cultural competency, implicit bias, and anti-racism.
- c. Review and revise departmental policies and practices to ensure they do not perpetuate racial inequities.

5.Accountability and Transparency:

- a. Establish metrics to measure progress toward health equity, inclusion, diversity, and anti-racism goals.
- b. Regularly report to the community on efforts and outcomes related to this policy.
- c. Create a feedback mechanism for staff and community members to voice concerns and suggest improvements.

Implementation

The implementation of this policy will be led by the DCHD leadership team. All department divisions are responsible for integrating these principles into their daily operations and strategic planning efforts.

Review and Monitoring

This policy will be reviewed annually to ensure its continued relevance and effectiveness. Modifications will be made as necessary to reflect evolving community needs and best practices in public health.

Director	Date
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Title Media Policy	Approval Date 3/10/2022
Policy Custodian Health Administration	Revision Date N/A

Purpose: The purpose of this policy is to establish the communication protocol for the Douglas County Health Department (DCHD). It ensures strategic, consistent, and coordinated communication efforts, including traditional and digital media engagements, to support public health initiatives and respond to media inquiries effectively. This policy is in alignment with the directive given by the Board of Health on March 10, 2022.

Department

Responsible: Health Administration

Department(s)

Affected: Health Department

Policy: Media Policy

Scope: This policy applies to all employees, divisions, and functions within the Douglas County Health Department, including but not limited to internal communications, media relations, public health announcements, and community engagement materials.

Policy Statement:

1. Strategic Communications Overview

The Douglas County Department of Communications and Public Affairs will leverage integrated communication strategies to support public health messaging. These strategies aim to:

- a. Reinforce positive public health attitudes and behaviors.
- b. Increase awareness and knowledge of key public health issues.
- c. Enhance risk perception and encourage behavior change in the community.

Communications will include proactive digital engagement as well as managing responses to traditional media outlets (e.g., newspapers, radio, and television).

2. Media Response Management

All media inquiries related to the Douglas County Health Department, or the Board of Health must be routed through the County's Director of Communications and Public Affairs.

- a. Media inquiries related to public health orders or legal matters involving the Board of Health will be directed to the Director of Communications & Public Affairs.
- b. For interviews, public statements, or information requests, the Communications Director will assess the details (subject matter, timelines, etc.) and inform the following:
 - i. Executive Director of the Health Department
 - ii. Board President
 - iii. County Attorney's Office
 - iv. County Manager

The Communications Director will then coordinate a response with the Executive Director of the Health Department, Board President, County Attorney, and relevant subject matter experts to determine the appropriate course of action.

3. Response Protocol

Upon receiving a media inquiry, the Communications Director will follow these steps:

- a. Immediately notify the Executive Director of the Health Department, Board President, County Attorney's Office, and County Manager of the inquiry.
- b. Convene a meeting with the necessary parties (Executive Director of the Health Department, Board President, County Attorney, Communications Director, and subject matter experts if needed) to establish the facts and craft a consensus response.

- c. Deliver the response to the media outlet and notify the full Board of Health of the communication.

4. Spokesperson Roles

- a. The Board President will remain the spokesperson for all legacy issues (e.g., COVID-19 and events that occurred prior to the hiring of the Health Department's Executive Director).
- b. The Executive Director will be integrated into the media response protocol for all matters arising since appointment. He will collaborate with the County's Director of Communications to ensure coordinated messaging.

5. Approval Process

- a. Any draft communication from the Health Department must be submitted to the Communications Team at least two weeks prior to the desired release date.
- b. The Communications Team will review and, if necessary, revise the communication to ensure it aligns with County standards and messaging guidelines.
- c. Final approval from the Communications Team is required before any communication is released to the public.

6. Emergency Communications

In the event of a public health emergency, the Communications Team will work closely with the Health Department to ensure timely and accurate dissemination of information. The Health Department will provide subject-matter expertise, while the Communications Team will manage the communication channels.

7. Internal Communications

For internal communication within the Health Department or between County departments, staff should follow established internal communication protocols but may consult the Communications Team as necessary for larger announcements or sensitive issues.

Responsibilities

- 1. Health Department Staff:** Responsible for providing accurate and timely information to the Communications Team and adhering to the communication protocols outlined in this policy.
- 2. Douglas County Communications Team:** Responsible for managing all external communications, maintaining consistent public messaging, and ensuring compliance with County policies.

Compliance

Failure to comply with this policy may result in disciplinary action and a review of communications processes.

Review and Amendments

This policy will be reviewed annually or as necessary to ensure it remains relevant and effective in meeting the communication needs of the Health Department.

Director	Date
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Title Subaward Contract Monitoring	Approval Date TBD
Policy Custodian Health Administration	Revision Date N/A

Purpose: The purpose of this policy allows the department to define and adequately document the procedure for the monitoring of subawards, the process used to review reimbursements submitted by subrecipients, and how Douglas County Health Department will address non-compliance.

Department Responsible: Health Administration

Department(s) Affected: Health Department

Policy: Summary of Federal requirements for pass-through entities subawarding funding to a subrecipient or grantee. 2 C.F.R. § 200 Uniform Administrative Requirements. This guidance should be used in addition to adhering to the pass-through entity’s procurement and contract management standards.

Subaward Agreement

Uniform Guidance - 2 CFR § 200.332 (a)(1)

1. The subrecipient receiving funding from CDPHE must include the following in every subaward agreement:
 - a. Subrecipient name that matches registered DUNS number
 - b. DUNS number
 - c. Federal Award Identification Number
 - d. Federal Award Date
 - e. Subaward Period of Performance start and end date
 - f. Total of federal funds obligated to subrecipient
 - g. Total amount of federal award

1. *Federal award project description, as required by FFATA*

- a. Name of Federal awarding agency, pass-through entity, and contact information for awarding official,
- b. CFDA Number and Name
- c. Pass-through entity must identify the dollar amount made available under each Federal award and the CFDA number at time of disbursement;
- d. Identification of whether the award is Research and Development;
- e. Indirect cost rate for the Federal Award

2. *CDPHE Guidance*

- a. Conduct a subrecipient vs. contractor determination - see 2 CFR § 200.331
- b. Conduct a risk assessment - Does the subrecipient have prior experience? Has the subrecipient been audited recently and were there findings? Does the subrecipient have new personnel or new systems? What does their financial oversight include?
- c. Look up entity on SAM.gov to verify eligibility to receive federal funds
- d. Prepare award documents: finalize SOW and include performance indicators; determine deliverables such as budgets and frequency of reporting/communication; determine payment method
- e. Pass-through entity (the LPHA) ensures the subrecipient meets the SOW and the funding requirements.
- f. Sign the agreement

Pass-through Requirements

1. *Uniform Guidance– 2 CFR § 200.331 (a)(2-6), (b), (c)*

- a. Federal funding requirements apply to the pass-through agency and subrecipient of the subaward. The pass-through agency may impose additional requirements to meet the Federal awarding agency requirements. Appropriate terms and conditions concerning closeout of the subaward should be included in the agreement.
- b. An approved federally recognized indirect cost rate or CDPHE negotiated rate. If a rate isn't negotiated the de minimis indirect cost rate is allowed.
- c. CDPHE has access to the subrecipient's records and financial statements for audit purposes and as requested.
- d. Evaluate each subrecipient's risk of noncompliance with Federal statutes, regulations, and the terms and conditions of the subaward.

2. CDPHE Guidance

- a. An attestation is required if the subrecipient and/or subaward chooses to claim less or no indirect rate. Negotiated or de minimis.
- b. The indirect rate chosen must remain consistent through the period of the agreement.
- c. Evaluate subrecipient's risk of noncompliance with Federal statutes, regulations, and the terms and conditions of the subaward by identifying potential risk factors and assessing the likelihood that each might occur. Ensure there is a risk-based monitoring plan to mitigate each potential risk factor.
- d. Consider including additional conditions in the subaward agreement based upon the results of the subrecipient's risk evaluation.

Subrecipient Monitoring Requirements

1. Uniform Guidance– 2 CFR § 200.332 (d)

2. Ensure the subaward is in compliance with federal and state requirements, the terms and conditions of the agreement; and the statement of work.

Monitoring of the subrecipient must include:

- a. Review invoices with source documentation, progress reports and deliverables.
- b. Issue a management decision for audit findings pertaining to the Federal award provided to the subrecipient from the pass-through entity as required by § 200.521 Management decision.
- c. Address noncompliance through audits, on-site reviews, and other means. Other activities may include regular check-in meetings to discuss progress and project strengths and barriers, targeted technical assistance, sending email reminders when deliverables and invoices are due, and immediate communication when deliverables or invoices are late, are unacceptable, or require revision.

3. CDPHE Guidelines

- a. Regular subaward review of budget and allowable costs are expected in addition to regular reviews of invoices and deliverables.
- b. Maintain documentation of noncompliance and resolution.

Subrecipient Monitoring Requirements

1. Uniform Guidance– 2 CFR § 200.332 (e)

- a. Financial and Program Risk assessment to establish monitoring activities to ensure contract compliance.
- b. Ongoing program and fiscal training and technical assistance.
- c. Reviews and evaluates subaward's program operations.
- d. Arrange for agreed upon procedures engagements as described in § 200.425.
- e. Adjust monitoring based on risk.
- f. Address noncompliance with subaward. Communicate with CDPHE if subaward noncompliance impacts the project.

2. CDPHE Guidelines

- a. Ensure assigned staff from subrecipient and subaward are in regular communication.
- b. Assure ongoing project communication (email updates, meetings, calls, etc.) between subrecipient and subaward.
- c. Communications, meeting notes, invoices, deliverables, site visits, reviews, evaluations, associated trackers, and any other contract monitoring documents must be maintained in a contract file.

Compliance or Performance Deficiency

1. Douglas County Health Department may adjust specific subaward conditions as needed, in accordance with 2 CFR 200.208 and 2 CFR 200.339. If the Douglas County Health Department determines that the subrecipient is not in compliance with the subaward, the Douglas County Health Department may institute an intervention. The degree of the subrecipient's performance or compliance deficiency will determine the degree of intervention. All possible interventions must be indicated in the subaward agreement.

2. Douglas County Health Department may adjust specific subaward conditions as needed, in accordance with 2 CFR 200.208 and 2 CFR 200.339. If the Douglas County Health Department determines that the subrecipient is not in compliance with the subaward, the Douglas County Health Department may institute an intervention. The degree of the subrecipient's performance or compliance deficiency will determine the degree of intervention. All possible interventions must be indicated in the subaward agreement.

Douglas County Health Department must provide written notice to the subrecipient of any intervention within thirty days of the completion of a report review, desk review, onsite review, audit review, or procedures engagement review or as soon as possible after the Douglas County Health Department otherwise learns of a subaward compliance or performance deficiency

1. The following interventions may be imposed on a subrecipient, based on the level of the compliance or performance deficiency:

a. *Level 1 Interventions. These interventions may be required for minor compliance or performance issues.*

- i. (1) Subrecipient addresses specific internal control, documentation, financial management, compliance, or performance issues within a specified time period
- ii. (2) More frequent or more thorough reporting by the subrecipient
- iii. (3) More frequent monitoring by the Douglas County Health Department
- iv. (4) Required subrecipient technical assistance or training

b. Level 2 Interventions. These interventions may be required, in addition to Level 1 interventions, for more serious compliance or performance issues.

- i. Restrictions on funding payment requests by subrecipient
- ii. Disallowing payments to subrecipient
- iii. Requiring repayment for disallowed cost items
 - (4) Imposing probationary status on subrecipient

c. Level 3 Interventions. These interventions may be required, in addition to Level 1 and 2 interventions, for significant and/or persistent compliance or performance issues.

- (1) Temporary or indefinite funding suspension to subrecipient
- (2) Nonrenewal of funding to subrecipient in subsequent year
- (3) Terminate funding to subrecipient in the current year
- (4) Initiate legal action against subrecipient

Definitions:

Pass-Through Entity (PTE): a non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Award: funds by a State Agency or a federal awarding agency or by a recipient of an award of State or federal funds Subawards

Recipient: an entity, usually but not limited to non-Federal entities that receives a Federal award directly from a Federal awarding agency. The term recipient does not include subrecipients or individuals that are beneficiaries of the award.

Subaward: an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient: an entity, usually but not limited to non-Federal entities, that receives a subaward from a pass-through entity to carry out part of a Federal award; but does not include an individual that is a beneficiary of such award. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Director	Date
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<p>Title Vital Records Cash Handling Policy</p>	<p>Approval Date 9/1/2024</p>
<p>Policy Custodian Health Administration</p>	<p>Revision Date N/A</p>

Purpose: To establish a secure and consistent process for handling cash transactions within the Douglas County Health Department (DCHD) to minimize errors, ensure accuracy, and maintain accountability.

Department Responsible: Health Administration

Department(s) Affected: Vital Records & Environmental Health

Policy: Vital Records Cash Handling Policy

Scope: This policy applies to all DCHD employees who are involved in processing, handling, or managing cash transactions across all department locations. Processing of any monetary transactions should only be handled by appropriate authorized employees.

Procedures:

1. Cash Log Sheet:

- a. A cash log sheet was revised to include specific details that allow for pinpointing each transaction. Each column will be filled out during the transaction. Upon closing, the cash log sheet will be review for accuracy.
- b. With a check or cash transaction, a ten key receipt will be printed and attached to the cash log sheet. Recorded on the receipt will be first initial of the customer and last name to be able to cross reference specific transaction.

2. Opening Cash Sheet:

- a. The vital records cash count sheet will be completed prior to the start of business. It will be verified by an additional clerk.
- b. The change fund will be maintained at \$200.00 daily.
- c. Change will be acquired as necessary.

3. End-of-Day Deposits:

- a. All cash deposits will be processed at the end of each day. Each deposit will be double checked for accuracy. Upon verification the bag will be signed by each employee.
- b. The deposit slip will be signed by each clerk and filed.
- c. Deposits will be sealed in a secure bag as part of the closing procedure.
- d. Bag number will be logged on the daily deposit log.
- e. The bank will be re-counted and verified at \$200.00.

4. Use of a Ten-Key Calculator:

- a. A ten-key calculator will be purchased for use in adding receipts to the cash log sheet.
- b. The back of each receipt will include the customer's first initial and last name to facilitate transaction tracking.

5. Accurate Change Handling:

- a. All cash transactions will be processed using the ten-key calculator to ensure accurate change is returned to the customer.
- b. Vital Records Manager will review log monthly for accuracy and any discrepancies.

6. Standardized Change Fund:

- a. The change fund will be maintained at \$200.00.
- b. Additional change will be obtained as needed.

1. Environmental Health Payments

- a. No payments will be accepted in the field by Environmental Health staff.
- b. All transactions must be processed through the invoice system.
- c. There will be no exceptions to this policy without prior authorization of DCHD Director.

2. Park Meadows Center Payment Policy

- a. Park Meadows Center will not accept cash payments.
- b. Only E-checks and credit cards will be accepted.

3. Review and Monitoring

- a. Cash handling process will be reviewed at the Vital Records meetings.
- b. Success will be measured by the elimination of cash shortages moving forward.

4. Policy Review and Updates

- a. This policy will be reviewed annually and updated as necessary to ensure continued effectiveness and compliance with best practices.

Director	Date
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<p>Title Environmental Health Complaint Procedure</p>	<p>SOP # C-01</p>	<p>Approval Date TBD</p>
<p>Policy Custodian Environmental Health Division</p>		<p>Revision Date N/A</p>

Purpose: This procedure applies to complaints related to Environmental Health issues and investigations conducted by the Douglas County Health Department (DCHD). It covers multiple enforcement areas, such as: body art, childcare, food safety, recreational water, retail food establishments, sewage back-ups and spills, etc.

Department Responsible: Environmental Health Division

Department(s) Affected: Health Department

Policy: Environmental Health Complaint Policy

Scope: This is an internal document intended for use by Environmental Health staff to determine which actions to take following the receipt of an Environmental Health complaint.

Responsibilities:

- Environmental Health Clerks** – Receives and inputs the complaint into HealthSpace.
- Environmental Health Specialists** – Reviews and responds appropriately to the complaint.
- Environmental Health Supervisor** – Works with Environmental Health Specialists to address complaint response issues and on the timeliness of response.
- Assistant Director for Environmental Health** – Responds in the event the ENVIRONMENTAL HEALTH Supervisor is unable

Procedures:

Environmental Health Clerks

1. Complaint Receipt

- a. Environmental Health Clerk receives a complaint via phone, email, in-person, or through the online platform, MyHD.

2. Initial Assessment

- a. Environmental Health Clerk reviews the complaint and determines if the complaint is related to Environmental Health.
 - i. If so, the Environmental Health Clerk will use the Complaint Priority Guidelines document to determine the severity of prioritization and whom to inform of the complaint.
 - ii. If not, the Environmental Health Clerk will direct the complainant to the appropriate agency for follow-up. May include educational resources, as necessary.
- b. For complaints existing outside of the Complaint Priority Guidelines, Environmental Health Clerks may consult with the Environmental Health Supervisor or the Assistant Director for Environmental Health for further guidance on how to proceed.

3. Entering the complaint

- a. The Environmental Health Clerk assigns the complaint to the trained area inspector. The Environmental Health Clerk will notify other staff members outlined in the Staff Members column of the Complaint Priority Guidelines.
 - i. If there is not an area inspector or if the area inspector has not been trained, the Environmental Health Clerk will use the Rotations List to assign to the next trained Environmental Health Specialist on the rotation.

Environmental Health Specialists

1. Complaint Receipt

- a. Environmental Health Specialist will conduct an initial assessment to determine the nature of the complaint and makes an informed decision on the course of action to take and in what timeline the action(s) need to be completed by.

2. Initial Assessment

a. Phone Calls/Emails

- i. The Environmental Health Specialist will contact the complaint to inform them that the complaint has been received and to gather any more necessary details.
- ii. All findings will be documented and added to HealthSpace.

3. Investigation Planning

- a. Environmental Health Specialist will review the relevant statutes, health regulations, and standards, as necessary.
- b. Environmental Health Specialist will gather any necessary materials and relevant documents.
- c. Environmental Health Specialist may consult with the Environmental Health Supervisor, as needed.

4. Investigation and Action Determination

- a. For low/moderate risk complaints, the Environmental Health Specialist may conduct their investigation over the phone or onsite.
- b. For high-risk complaints, the Environmental Health Specialist will notify their supervisor that they have received the complaint and their ability to respond to the complaint with an estimated timeframe.
 - i. The Environmental Health Specialist will keep their supervisor updated with relevant information and will follow-up with additional information as necessary.
 - ii. Any Notices of Violation, additional enforcement actions, closures or other follow-up actions will be discussed with the supervisor prior to implementing. 1.

5. Follow-Up

- a. Based on findings, the Environmental Health Specialist will determine and implement appropriate follow-up actions, which may include initiating a site visit following a phone call, requiring corrective measures, issuing Notices of Violations, conducting additional

6. Documentation and Reporting

- a. The Environmental Health Specialist will document all actions taken during the investigation and any follow-ups in HealthSpace.
 - i. This includes updating the investigation findings, outlines any actions taken, the final resolution, etc.
 - ii. This includes uploading any pictures taken, any documents issued or gathered, etc.
- b. The complaint will be closed out when all required actions are completed.

7. Communication

- a. The Environmental Health Specialist will notify the complainant of the investigation outcome and of any actions taken.
- b. The Environmental Health Specialist will maintain open communication with all parties involved until the complaint is resolved.
- c. The Environmental Health Specialist will update the Environmental Health Supervisor as necessary.

Environmental Health Supervisor

1. The Supervisor will work with the Environmental Health Clerks to determine if a complaint is related to Environmental Health if the complaint is does not align with the Complaint Priorities Guidelines document.
2. The Supervisor will work with the area inspector or other inspectors to ensure that a complaint that is moderate or high-risk gets addressse appropriately and within specified timeframes.
3. The Supervisor will alert the Assistant Director for Environmental Health regarding high-risk complaints as needed.

Assistant Director for Environmental Health

1. The Assistant Director for Environmental Health will assume the role of the Environmental Health Supervisor if they are unavailable.

References:

1. References
2. List of Rotations
3. Health Space

Director	Date
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<p>Title Mobile Food Trucks and Push Carts</p>	<p>SOP # MFT-01</p>	<p>Approval Date TBD</p>
<p>Policy Custodian Environmental Health Division</p>		<p>Revision Date 3/12/2024</p>

Purpose: Mobile Food Trucks, Food Trailers, and Push Carts are retail food establishments that report to and operate from a commissary to prepare, serve, or otherwise provide food for human consumption in a moveable fashion. This SOP describes the process for handling Mobile Food Units at the Douglas County Health Department.

Department Responsible: Health Department

Department(s) Affected: Environmental Health Division

Policy: Environmental Health Complaint Policy

Scope: This SOP is an internal document intended for use by Environmental Health Staff as a reference guide for Mobile Food Trucks, Trailers, and Pushcarts. It should be used by Environmental Health Staff to determine which actions to take following the receipt of a Mobile Unit.

Definitions: **Mobile Food Trucks and Trailers** are retail food establishments that consist of a wheeled vehicle or trailer that is readily moveable and designed for the service of food from the interior of the unit. Trucks and trailers are intended to physically report to and operate from a commercial commissary kitchen for servicing, restocking, and maintenance each operating day. This may also include plug-in electric hot or cold boxes.

Self-Contained Mobiles were defined in the old Colorado Rules and Regulations (2007-2019) as a mobile that is approved to operate without a commissary. This term is considered retired with the adoption of the FDA food code. Some mobiles may wish to install preparation sinks and mop sinks to limit time spent at a commissary – this will likely result in larger water/wastewater tanks and shorter operating times. Mobiles are still required to have a commissary to fill water and dump waste at minimum and are never truly “self-contained”.

Push Carts are retail food establishments that are non-motorized and are designed so that foods are served from the exterior of the unit and require very little preparation, almost no Time or Temperature Control for Safety (TCS) foods, and minimal food handling (e.g., commercially pre-formed hamburger patties, commercially pre-cooked chicken patties, and other pre-cooked meat products like hot dogs). Foods that require more food preparation (e.g., fajitas, burritos, sandwiches, etc.) are prohibited due to the inherent increased risk of TCS foods and additional handling of foods. Coolers for beverages and a table for condiments are allowed. Push carts are intended to physically report to and operate from a commercial commissary kitchen for servicing, restocking, and maintenance each operating day.

Commissary Kitchens are approved places where facilities are provided for the preparation of various food items, discharging of liquid waste, storage of all supplies, and all cleaning or servicing needs for the operation. Commissary kitchens do not need to be licensed retail food establishments, but they must be approved for use by an Environmental Health Specialist. Home kitchens are generally not approved to be used for commissaries. Inspections of mobiles should occur at the commissary kitchen if the kitchen is located within Douglas County.

Food is defined in the CO Food Protection Act as any raw, cooked, or processed edible substance, ice, beverage, or ingredient used or intended for use or sale in whole or in part for human consumption.

Licenses are granted by the health department following review and approval of a proposed operation. A new or renewed retail food license is required annually for mobile food trucks, trailers, and pushcarts and expires on December 31st of every calendar year. Mobiles who are renewing their license must have an inspection every year to operate. If a mobile unit has not been licensed previously in the state of Colorado, then it must go through the Plan Review process to be licensed by DCHD. A Mobile Food Truck License issued by other county health departments (except for Denver) will be accepted. Mobiles are not required to obtain a Special Event License if they operate within the scope of their mobile license.

- **Pre-packaged, Non-TCS Mobile Licenses** should be issued in instances where food is packaged commercially or at a commissary kitchen before sale at a secondary location. It may also be issued when food assembled onsite is non-TCS food. The use of milk would be permissible under this license.
- **Full Food Service Licenses** should be issued in instances where food does not meet the Pre-Packaged, Non-TCS food definition above or the exempt foods listed below.
- **Exempt Foods** are either Cottage Foods or are considered low risk and consist of the following foods: popcorn or kettle corn, hot beverages, pre-packaged non-TCS foods, pre-packaged ice cream novelties, or cotton candy will not be required to be licensed by this department.

Plan Review is an evaluation process for a mobile truck or trailer (not a pushcart) that has not been previously licensed in the state of Colorado. Plan reviews must be completed before receiving a license.

Inspections are conducted by Environmental Health Specialists to ensure that Retail Food Establishments meet minimum food safety standards as outlined by regulations. These inspections should be scheduled to take place at their commissary kitchen if the commissary is within Douglas County. If a mobile is looking to be licensed in Douglas County but has a commissary outside of Douglas County, then they should be licensed in that county instead. Mobile Food licenses are issued after an operator passes their yearly licensing inspection. Mobile Food operations may also be inspected while out in the field, after receiving complaints, or during Special Events. Emphasis will be placed on events with high potential for problems, high-profile events, and events featuring vendors with a history of problems or complex menus.

Responsibilities:

Environmental Health Clerks – Receive and input the Mobile Food Truck information into HealthSpace. Assign mobile units to Environmental Health Specialists based on the List of Rotations. Process applicable fees and may send the license to the mobile operator after approval.

Environmental Health Specialists – Review and approve Mobile Food Truck plan review applications, conduct inspections, and issue approval for licenses.

Environmental Health Supervisor – Works with Environmental Health Specialists to address issues. May conduct inspections as needed.

Assistant Director for Environmental Health – Works with Environmental Health Specialists and Environmental Health Supervisor to address issues.

Procedure:

Environmental Health Clerks

1. The EH Clerks will determine if the Mobile Unit has been licensed previously in the state of Colorado.
 - a. If so, they will assign the Mobile Unit to the next inspector in the List of Rotations for a license renewal inspection.
 - b. If not, they will provide the operator with a Mobile Food Unit Plan Review application. Once completed, they will enter the information into Health Space, collect the Plan Review application fee, and assign it to the next inspector in the List of Rotations.

- i. A Pushcart will not be required to go through the plan review process and will be assigned to the next inspector on the List of Rotations.
2. After the Environmental Health Specialists are ready to issue approval for licensing, the EH Clerks will collect the Mobile Unit License fee as outlined on the Environmental Health Schedule of Fees. Additional fees should include any additional Plan Review charges for Mobile Units in the plan review process.
 - a. These fees must be received before DCHD issues any license.

Environmental Health Specialist

1. Will receive notification from the Environmental Health Clerks that a new Mobile Unit has been assigned to them.
2. Will collect and review the Mobile Food Truck Plan Review (if new) or the RFE Application (if renewing), a current Commissary Agreement, a menu, a Certified Food Protection Manager certificate, and any other applicable documents. These documents will be uploaded to Health Space.
3. Will ask additional questions/address any concerns before conducting an inspection. These will also be documented and added to Health Space.
4. Will seek to schedule an inspection of the Mobile Unit at the Commissary Kitchen if the Commissary is located within Douglas County.
 - a. If the Commissary is located outside of Douglas County, the Mobile Unit should be licensed within that county instead.
5. If the Mobile Unit passes its inspection, then the EHS will collect payment information and will submit applicable fees to the EH Clerk. The EHS may send the license to the operator or may ask the EH Clerk to send it once payment has been processed.
6. The EHS is responsible for placing a current Mobile Food Sticker onto the approved Mobile Unit in a conspicuous location so that it is readily visible.

Environmental Health Supervisor

1. Will work with Environmental Health Specialists to address any issues or concerns.
2. May conduct inspections as needed.

Environmental Health Supervisor

1. Will work with Environmental Health Specialists to address any issues or concerns.

References:

1. Mobile Food Truck Plan Review Packet
2. RFE Application
3. Commissary Agreement
4. List of Rotations
5. Environmental Health Schedule of Fees
6. Colorado Food Protection Act

Director	Date
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<p>Title Special Events Cordinator</p>	<p>SOP # SE-01</p>	<p>Approval Date TBD</p>
<p>Policy Custodian Environmental Health Division</p>		<p>Revision Date 07/16/2024</p>

Purpose: Special Events are organized events or celebrations at which retail food establishments prepare, serve, or otherwise provide food for human consumption. This SOP describes the process for handling Special Event Coordinators at Douglas County Health Department.

Department Responsible: Health Department

Department(s) Affected: Environmental Health Division

Policy: Environmental Health Complaint Policy

Scope: This SOP is an internal document intended for use by Environmental Health Staff as a reference guide for Special Events Coordinators. It should be used by Environmental Health Staff to determine which actions to take following the receipt of a Special Event.

Definitions: **Special Events** (sometimes called Temporary Events) are organized events or celebrations at which retail food establishments prepare, serve, or otherwise provide food for human consumption.

Special Event Coordinator is the person responsible for organizing the event. They are the point of contact regarding the event and are responsible for completing a Special Event Coordinator Packet and submitting it to DCHD at least 2 weeks before the event itself. They are also responsible for paying fees applicable to the event for the paperwork review and any inspections conducted outside of normal operating hours (8 AM-5 PM Monday – Friday).

Special Event Vendors are the retail food establishments operating off tables and booths. They are responsible for completing a Special Event Food Vendor Packet every calendar year and submitting it to DCHD at least 2 weeks before the event itself. They are responsible for paying applicable fees for their license and any late fees. A Special Event License issued by another county health department will not be accepted. Retail Food Establishment Licenses are separate from Special Event Licenses. RFEs that wish to participate in a special event must submit paperwork to be approved and licensed as a Special Event Vendor.

Mobile Food Trucks and Trailers are retail food establishments that consist of a wheeled vehicle or trailer that is readily moveable and designed for the service of food from the interior of the unit. Trucks and trailers are intended to physically report to and operate from a commercial commissary kitchen for servicing, restocking, and maintenance each operating day. A Mobile Food License issued by another county health department (except for Denver) will be accepted. They are not required to obtain a Special Event License if they operate within the scope of their mobile license.

Push Carts are retail food establishments that are non-motorized and are designed so that foods are served from the exterior of the unit and require very little preparation, such as hot dogs. Push carts are intended to physically report to and operate from a commercial commissary kitchen for servicing, restocking, and maintenance each operating day.

Non-profit/Charitable/501c3 Organizations provide food solely to people who are food insecure including, but not limited to, a soup kitchen, food pantry, or home delivery service.

1. A Special Event is exempt from regulation if:
2. The donation, preparation, sale, or service of food is a school sporting event, firefighters' picnic, or church suppers, and
3. Takes place in Douglas County where the local government entity or non-profit organization resides or is principally located, and
4. Is classified as a 501(C)(3) organization.

If a for-profit vendor will be operating under the coordination of a confirmed non-profit organization and the for-profit vendor will donate 100% of their retail food profits back to the coordinating non-profit, then that for-profit vendor will be exempt from regulation. The Event Coordinator will be required to provide verification of their non-profit standing and a written statement indicating that all participating food vendors will generate zero profit from their food sales.

Food safety guidelines will be provided to the Event Coordinators of non-profit events. Approval letters will not be issued to coordinators of exempt special events.

Commissary Kitchens are approved places where facilities are provided for the preparation of various food items, discharging of liquid waste, storage of all supplies, and all cleaning or servicing needs for the operation.

Commissary kitchens do not need to be licensed retail food establishments, but they must be approved for use by an Environmental Health Specialist. Home kitchens are generally not approved to be used for commissaries. Inspections of mobiles should occur at the commissary kitchen if the kitchen is located within Douglas County.

Food is defined in the CO Food Protection Act as any raw, cooked, or processed edible substance, ice, beverage, or ingredient used or intended for use or sale in whole or in part for human consumption.

- Booth requirements and a list of food that is approved to be served at a Special Event are outlined in the Special Event Food Vendor packet.
- Exempt from licensing:
 - Service of wholesale, manufactured, or commercially pre-packaged, pre-prepared, and properly labeled, non-TCS food.
 - Non-TCS baked goods and pastries (e.g., Bake Sales).
 - Lemonade Stands operated by children.
 - Chili Cook-Offs.
 - A home, commercial, private, or public kitchen in which a person produces food products sold directly to consumers under the “Colorado Cottage Foods Act”, Section 25-4-1614.
 - Farmers Markets that sell only uncut fruits and vegetables, and roadside vegetable and fruit stands.
 - If a function is not promoted or advertised as a public event and is primarily for the “members or participants” of the sponsor (i.e., Church Social, Weddings).
 - 2oz or less sized samples.
 - Pre-packaged ice cream or frozen yogurt novelties (no scooping and no soft serve).
 - Hot Cocoa or coffee (no ice).
 - Popcorn (plain, seasoned with salt, buttered or kettled). Caramel or Candied Popcorn must be licensed.

Inspections are conducted by Environmental Health Specialists to ensure that Retail Food Establishments meet minimum food safety standards as outlined by regulations. Emphasis will be placed on events with a high potential for problems, high profile events, and events featuring vendors with a history of problems or complex menus. Event Coordinators are charged for every inspector's time spent at the current year's hourly inspection fee for traveling and conducting inspections outside of normal operating hours (8AM-5PM Monday through Friday).

Responsibilities:

Environmental Health Clerks – Receive and input the Special Event Food Vendor information into HealthSpace. Assign Events to Environmental Health Specialists based on the List of Rotations. Collect applicable fees.

Environmental Health Specialists – Reviews and approves Special Event Coordinator applications. Constantly communicates with the Event Coordinator regarding which Special Event Vendors and Mobile Food Trucks that are licensed and approved and which are not approved to operate at the event. Consults with the Environmental Health Supervisor regarding the size and scope of the Event to determine if onsite inspections are warranted.

Environmental Health Supervisor – Works with Environmental Health Specialists to address issues and determines if onsite inspections are necessary.

Assistant Director for Environmental Health – Works with Environmental Health Specialists and the Environmental Health Supervisor to address issues. Works with the Environmental Health Supervisor to determine if onsite inspections are necessary.

Procedures:

Environmental Health Clerks

1. If event is new or previously unknown, the EH Clerks will assign the Special Event Coordinator to an Environmental Health Specialist based on the List of Rotations and notify the Environmental Health Supervisor and Environmental Health Specialist.

2. When the Environmental Health Specialist is ready to approve the event, they will provide the EH Clerks with the Special Event Coordinator application and the payment for the Special Event Plan Review fee outlined in the Environmental Health Schedule of Fees.
3. The EH Clerks will enter the application into Health Space and apply the payment. Once completed, the EH Clerks will notify the EH Specialists to send the approval letter to the Special Event Coordinator.

Environmental Health Specialist

1. The Environmental Health Specialists will collect a Special Event Plan Review fee based on the number of proposed food vendors as outlined on the Environmental Health Schedule of Fees and submit payment to the EH Clerks. This fee must be received before any review will be conducted by Environmental Health Specialist. This fee covers the review and processing of all food vendor and event coordinator paperwork.
 - a. This fee may be waived by the Assistant Director for Environmental Health or the Environmental Health Supervisor if the event is using:
 - i. Only licensed mobile food vendors to provide food service; or
 - ii. If only one special event vendor will attend; or
 - iii. If the Coordinator is a 501c3 non-profit that has less than four for-profit vendors at an event.
 - b. There will be a fee of \$50.00 charged for each vendor application that is received less than two weeks before the event.
2. The assigned Environmental Health Specialist will review the Special Event Food Vendor Packet, Commissary Agreement, and other applicable documents and will ask additional questions and address any concerns.
3. They will verify that all vendors named in the application possess either a valid mobile food license or a valid Douglas County Special Event license. Mobile food licenses from Denver are not valid.
4. If a Vendor named on the application does not hold a valid license, the assigned Environmental Health Specialist will be responsible for ensuring that a valid license is obtained before participation in the event. They will routinely update the Special Event Coordinator with approved Mobiles or Food Vendors and any unapproved Mobiles or Food Vendors.
5. Will add any additional details or documentation to Health Spac

6. The week before the event, the Environmental Health Specialist will meet with the Environmental Health Supervisor to discuss the Special Event and to determine if onsite inspections are needed. Emphasis will be placed on events with high potential for problems, high profile events, and events featuring vendors with a history of problems or complex menus.

- a. If inspections are needed, the Environmental Health Specialist will contact the Event Coordinator to inform them of the impending inspections and to remind them of the fee rates outlined in the Environmental Health Schedule of Fees.
- b. The Environmental Health Specialist(s) will conduct inspections and will require Priority and Priority Foundation items to be corrected immediately. They will leave a copy of the report with each inspected vendor and will communicate immediately to the assigned EHS any issues, concerns, or closures to relay to the Event Coordinator. Each Environmental Health Specialist will enter their inspection reports and Time Logs into HealthSpace.
- c. If a vendor has not obtained a Special Event License or Mobile Food License, a Notice of Violation will be issued. The vendor must complete the applicable application and pay the license fee and late fee. The Environmental Health Specialist will conduct an inspection and request immediate correction of violations. If the violations cannot be corrected or if the fees are not immediately paid, then the vendor must close, and the assigned Environmental Health Specialist will notify the Event Coordinator and the Environmental Health Supervisor.
 - a. The assigned EHS will discuss the inspections and concerns with the Event Coordinator. They will also collect payment for every inspector's time spent at the current year's hourly inspection fee for traveling and conducting inspections outside of normal operating hours (8 AM-5 PM Monday through Friday). Payment will be submitted to Environmental Health Clerks for invoicing and processing.
- d. Local government entities will not be charged inspection fees for special events (i.e., County Fairs)
- e. The assigned EHS will review HealthSpace to ensure all inspections for Mobiles and Vendors are entered and inform the supervisor that the Special Event paperwork is finalized.

Environmental Health Supervisor

1. Will work with Environmental Health Specialists to address any issues or concerns.
2. Will meet with Environmental Health Specialists regarding the Special Event and to determine if risk factors require an on-site inspection.
3. May help conduct onsite inspections of events.
4. Will review finalized Special Event paperwork.

Assistant Director for Environmental Health

1. Will work with the Environmental Health Supervisor to address any issues or concerns.
2. Will meet with the Environmental Health Supervisor before the Special Event to determine if risk factors require an on-site inspection.
3. May help conduct onsite inspections of events.

References:

- ·Special Event Coordinator Packet
- ·Special Event Food Vendor Packet
- ·Mobile Food SOPs
- ·Special Event Vendor SOPs
- ·List of Rotations
- ·Environmental Health Schedule of Fees
- ·Colorado Cottage Foods Act
- ·Colorado Food Protection Act

Director	Date
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Title Special Events Vendor	SOP # SE-01	Approval Date TBD
Policy Custodian Environmental Health Division		Revision Date 07/16/2024

Purpose: Special Events are organized events or celebrations at which retail food establishments prepare, serve, or otherwise provide food for human consumption. This SOP describes the process for handling Special Events Food Vendors at Douglas County Health Department.

Department

Responsible: Health Department

Department(s)

Affected: Environmental Health Division

Policy: Special Events Vendor Policy

Scope: This SOP is an internal document intended to be used by Environmental Health Staff as a reference guide for Special Events Food Vendors. It should be used by Environmental Health Staff to determine which actions to take following the receipt of a Special Event.

Definitions: **Special Events** (sometimes called Temporary Events) are organized events or celebrations at which retail food establishments prepare, serve, or otherwise provide food for human consumption.

Special Event Coordinator is the person responsible for organizing the event. They are the point of contact regarding the event and are responsible for completing a Special Event Coordinator Packet and submitting it to DCHD at least 2 weeks before the event itself. They are also responsible for paying fees applicable to the event for the paperwork review and any inspections conducted outside of normal operating hours (8 AM-5 PM Monday – Friday).

Special Event Vendors are the retail food establishments operating off tables and booths. They are responsible for completing a Special Event Food Vendor Packet every calendar year and submitting it to DCHD at least 2 weeks before the event itself. They are responsible for paying applicable fees for their license and any late fees. A Special Event License issued by another county health department will not be accepted. Retail Food Establishment Licenses are separate from Special Event Licenses. RFEs that wish to participate in a special event must submit paperwork to be approved and licensed as a Special Event Vendor.

Mobile Food Trucks and Trailers are retail food establishments that consist of a wheeled vehicle or trailer that is readily moveable and designed for the service of food from the interior of the unit. Trucks and trailers are intended to physically report to and operate from a commercial commissary kitchen for servicing, restocking, and maintenance each operating day. A Mobile Food License issued by another county health department (except for Denver) will be accepted. They are not required to obtain a Special Event License if they operate within the scope of their mobile license.

Push Carts are retail food establishments that are non-motorized and are designed so that foods are served from the exterior of the unit and require very little preparation, such as hot dogs. Push carts are intended to physically report to and operate from a commercial commissary kitchen for servicing, restocking, and maintenance each operating day.

Non-profit/Charitable/501c3 Organizations provide food solely to people who are food insecure including, but not limited to, a soup kitchen, food pantry, or home delivery service.

A Special Event is exempt from regulation if:

1. The donation, preparation, sale, or service of food is a school sporting event, firefighters' picnic, or church suppers, and
2. Takes place in Douglas County where the local government entity or non-profit organization resides or is principally located, and
3. Is classified as a 501(C)(3) organization.

If a for-profit vendor will be operating under the coordination of a confirmed non-profit organization and the for-profit vendor will donate 100% of their retail food profits back to the coordinating non-profit, then that for-profit vendor will be exempt from regulation. The Event Coordinator will be required to provide verification of their non-profit standing and a written statement indicating that all participating food vendors will generate zero profit from their food sales.

Food safety guidelines will be provided to the Event Coordinators of non-profit events. Approval letters will not be issued to coordinators of exempt special events.

Commissary Kitchens are approved places where facilities are provided for the preparation of various food items, discharging of liquid waste, storage of all supplies, and all cleaning or servicing needs for the operation.

Commissary kitchens do not need to be licensed retail food establishments, but they must be approved for use by an Environmental Health Specialist. Home kitchens are generally not approved to be used for commissaries. Inspections of mobiles should occur at the commissary kitchen if the kitchen is located within Douglas County.

Cottage Foods are limited types of food products that are non-potentially hazardous to be sold directly to consumers without licensing or inspections.

Food is defined in the CO Food Protection Act as any raw, cooked, or processed edible substance, ice, beverage, or ingredient used or intended for use or sale in whole or in part for human consumption.

- Booth requirements and a list of food that is approved to be served at a Special Event are outlined in the Special Event Food Vendor packet.

Exempt from licensing:

- Service of wholesale, manufactured, or commercially pre-packaged, pre-prepared, and properly labeled, non-TCS food.
- Non-TCS baked goods and pastries (e.g., Bake Sales).
- Lemonade Stands operated by children.
- Chili Cook-Offs.
- A home, commercial, private, or public kitchen in which a person produces food products sold directly to consumers under the “Colorado Cottage Foods Act”, Section 25-4-1614.
- Farmers Markets that sell only uncut fruits and vegetables, and roadside vegetable and fruit stands.
- If a function is not promoted or advertised as a public event and is primarily for the “members or participants” of the sponsor (i.e., Church Social, Weddings).
- 2oz or less sized samples.
- Pre-packaged ice cream or frozen yogurt novelties (no scooping and no soft serve).
- Hot Cocoa or coffee (no ice).
- Popcorn (plain, seasoned with salt, buttered or kettled). Caramel or Candied Popcorn must be licensed.

Inspections are conducted by Environmental Health Specialists to ensure that Retail Food Establishments meet minimum food safety standards as outlined by regulations. Emphasis will be placed on events with a high potential for problems, high profile events, and events featuring vendors with a history of problems or complex menus. Event Coordinators are charged for every inspector's time spent at the current year's hourly inspection fee for traveling and conducting inspections outside of normal operating hours (8AM-5PM Monday through Friday).

Licenses are granted by the health department following review and approval of a proposed operation. A special event license is required annually and expires on December 31st of every calendar year. Special event food vendors must renew their licenses by submitting the required paperwork every year to operate. A Special Event License issued by another county health department will not be accepted.

Responsibilities:

Environmental Health Clerks – Receive and input the Special Event Food Vendor information. They assign vendors to Environmental Health Specialists based on the List of Rotations. Clerks apply the applicable fees and may send license to the Vendor after approval.

Environmental Health Specialists – Review and approve Special Event Food Vendor applications. Performs onsite inspections as necessary. Sends approval letter to Event Coordinator upon approval of event.

Environmental Health Supervisor – Works with Environmental Health Specialists to address issues. May also review and approve Special Event Food Vendor applications. Performs onsite inspections as necessary.

Assistant Director for Environmental Health – Works with Environmental Health Specialists and Environmental Health Supervisor to address issues. May also review and approve Special Event Food Vendor applications. Performs onsite inspections as necessary.

Procedures:

Environmental Health Clerks

1. The EH Clerks will assign the Special Event Vendor to an Environmental Health Specialist based on the List of Rotations and notify the Environmental Health Specialist.
2. When the Environmental Health Specialist is ready to approve the vendor, they will provide the EH Clerks with the Special Event Vendor application and the payment for the Special Event License fee outlined in the Environmental Health Schedule of Fees.
 - a. This fee must be received before any license is issued by the Environmental Health Specialist. This fee covers the review and processing of all food vendor paperwork.
 - b. There will be a fee of \$50.00 charged for each vendor application that is received less than two weeks before the event.
3. The EH Clerks will enter the application into Health Space and apply the payment. Once completed, the EH Clerks will notify the EH Specialists to send the Temporary Food Event License to the Special Event Vendor.

Environmental Health Specialist

1. Will review the Special Event Food Vendor Packet, Commissary Agreement, and other applicable documents and will ask additional questions and address any concerns.
 - a. If the Special Event Food Vendor is related to an assigned Special Event, then the Environmental Health Specialist will let the person assigned to the Special Event know when approval is issued.
2. Will collect and submit applicable fees to the EH Clerk. After payment is processed by the EH Clerk, the Environmental Health Specialist may send the license to the Vendor or may ask the EH Clerk to send it after payment has been processed.
3. Will add any additional details or documentation to Health Space.
4. Onsite inspection of a Special Event Vendor will be determined by the Environmental Health Supervisor or the Assistant Director for Environmental Health. If it is determined that some or all vendors need to be inspected at a Special Event, then the Environmental Health Specialist will inspect them as soon as possible after they begin operation.

- a. If inspections are needed, the Environmental Health Specialist will contact the Event Coordinator to inform them of the impending inspections and to remind them of the fee rates outlined in the Environmental Health Schedule of Fees.
- b. The Environmental Health Specialist(s) will conduct inspections and will require Priority and Priority Foundation items to be corrected immediately. They will leave a copy of the report with each inspected vendor and will communicate immediately to the assigned EHS any issues, concerns, or closures to relay to the Event Coordinator. Each Environmental Health Specialist will enter their inspection reports and Time Logs into HealthSpace.
- c. If a vendor has not obtained a Special Event License or Mobile Food License, a Notice of Violation will be issued. The vendor must complete the applicable application and pay the license fee and late fee. The Environmental Health Specialist will conduct an inspection and request immediate correction of violations. If the violations cannot be corrected or fees are not paid, then the vendor must close and the assigned Environmental Health Specialist will notify the Event Coordinator and the Environmental Health Supervisor.
- d. The assigned EHS will discuss the inspections and concerns with the Event Coordinator. They will also collect the current year's hourly fees for each inspector's time spent traveling and conducting inspections outside of normal operating hours. Payment will be submitted to Environmental Health Clerks for invoicing and processing.
 - i. Local government entities will not be charged inspection fees for special events (i.e., County Fairs)
- e. The assigned EHS will review HealthSpace to ensure all inspections for Mobiles and Vendors are entered and inform the supervisor that the Special Event paperwork is finalized.

Environmental Health Supervisor

1. Will work with Environmental Health Specialists to address any issues or concerns.
2. Will meet with Environmental Health Specialists regarding the Special Event and to determine if risk factors require an on-site inspection.
3. May help conduct onsite inspections of events.
4. Will review finalized Special Event paperwork.

Assistant Director for Environmental Health

1. Will work with the Environmental Health Supervisor to address any issues or concerns.
2. Will meet with the Environmental Health Supervisor before the Special Event to determine if risk factors require an on-site inspection.
3. May help conduct onsite inspections of events.

References:

- ·Special Event Coordinator Packet
- ·Special Event Food Vendor Packet
- ·Mobile Food SOPs
- ·Special Event Coordinator SOPs
- ·Commissary Agreement
- ·List of Rotations
- ·Environmental Health Schedule of Fees
- ·Colorado Cottage Foods Act
- ·Colorado Food Protection Act

Director	Date
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